

UNCLASSIFIED

VACANCY ANNOUNCEMENT

USAID/CAIRO

Number: 01	Subject: VACANCY (Egyptians)	Date: 1/18/16
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PUBLICATION OF AWARD OF A FOREIGN SERVICE NATIONAL PERSONAL SERVICES CONTRACT POSITION

This publication is issued pursuant to AIDAR 706.302-70 (b) (1). USAID/Egypt intends to award three Telephone Operator positions without competition according to a Class Justification for Other than Full and Open Competition (JOFOC) and certify that the conditions of Section II (B) of CIB 97-16 are met.

Inquires may be addressed to: USAID Human Resources & Training Officer Samia Joseph, ext. 7180.

The position description follows.

Position Title:	Telephone Operator [3 Positions]
Position Number:	24-05, 24-07 & 24-09
Organization:	USAID/EXO/BC
Salary Potential:	FSN-04
Deadline:	January 31, 2016 (Close of Business 4:30 pm)
Salary Range for a Fully Qualified Candidate:	Starts at LE 40,695 Gross Per Annum This amount includes taxes

BASIC FUNCTION OF THE POSITION:

The incumbent operates one of three positions at an electronic console type telephone switchboard to place and receive a full range of calls. Employee should be able to work independently, answering phones, directing calls to the responsible office/employee, calling international lines and VOIP, opening mail, scanning and directing to the responsible office/employee. S/he uses personal computer equipment and word processing software for office documentation. Sells stamps to APO customers, summarizes monthly received newspapers, logs and files all the above.

MAJOR DUTIES AND RESPONSIBILITIES:

% OF TIME

Handles Phones:

75%

1. The incumbent places and receives local and long distance calls over government, government leased and commercial lines. The long distance calls are frequently of a nature, which require complex

routing. Assigns priorities, preempts circuits to ensure the call is put through promptly and traces individuals in response to high-level requests.

2. When ordered to do so, operator must be able to setup party line conversation within the mission, within the city or via long distance circuitry, and provide translation between Egyptian and English speaking individuals under emergency situations.
3. Provides first line of defense in screening all calls to the Mission Director, Deputy Mission Director, and other key personnel. Attempts to dissuade complaints or inquiries concerning the programs for USAID, if they can be possibly resolved or eliminated at the telephone operator level.
4. Efficiently handles complex calls and threatening calls, and acts as first line of assistance to emergency problems for Mission employees and if needed for all Americans within Egypt. Problems may include medical injuries, dwelling and vehicle emergencies, and the employee provides human assistance either directly or through the prompt location of responsible individuals.
5. Refers calls of an extremely complex nature to the supervisor only as a last resort.
6. Keeps records of long distance calls and prepares bills and charges. Inputs appropriate accounting codes to facilitate automatic billing of calls to the official or individual level. Checks functioning of circuits and reports cases of malfunctioning or non-operating equipment to the technical staff. Revises directories, records, and telephone service files. Provides on-the-job training to trainees and guidance to lower level operators.

Mail & Newspapers:

15%

1. The incumbent receives the incoming mail (Local mail, local courier services and International courier services), scans them, logs on paper and hands to mail room clerk for distribution
2. Receives incoming faxes and logs them on excel sheet
3. Receives cables and logs them to excel sheet and file them as appropriate
4. Receives Local and international newspapers daily logging them for accountability and preparing them for distribution through the mail room

Stamps

10%

1. Sells stamps to APO room customers and reorders new stamps when needed
2. Holds and does inventory of stamps (\$5000)

Performs other duties as required.

REQUIRED/DESIRED QUALIFICATIONS:

- a. **Education:** Completion Of Secondary School is required
- b. **Prior Work Experience:** Six month to one year Experience as a telephone operator and some exposure to the technical aspects of telephony to include trunking and key systems is required.
- c. **Post Entry Training:** On the job training.

- d. **Language Proficiency :** Level III (Good Working Knowledge) spoken and written in English is required and level IV (fluency) spoken and written in Arabic.
- e. **Job Knowledge:** A Complete understanding of the equipment presently installed and used by the telephone unit. Enough technical expertise to be able to identify malfunctions and report them to the maintenance unit. Familiarity with the USAID organization and functions. Some knowledge of filing systems and procedures. Attention to details to ensure the accuracy of distributed documents/mail to the correct addressees. Well organized to prioritize the delivery of mail and documents. Attention to details to ensure the thoroughness and accuracy in placing various documents in the appropriate files and organizing them. Must develop thorough knowledge of mission organizational structure and sufficient knowledge of specific jobs and individuals to effectively route incoming calls to the proper office.
- f. **Skills and Abilities:** Fully understand and operate the Switchboard and some knowledge of equipment used for the limited maintenance of the switchboard. Incumbent should, at all times, have the ability to be fully responsive to the requirements of the Supervisor. Ability to use or learn various computer software applications for performing assigned duties. Good organizational skills, patience, and the ability to work under pressure and to deal with information in a professional manner. Skilled in using MS Word and Excel are required. Must have a pleasant personality and courteous manner in answering incoming phone calls.

POSITION ELEMENTS:

- a. **Supervision Received:** Works under the direct supervision of the Correspondence and Records (C&R) Supervisor.
- b. **Supervision Exercised:** None
- c. **Available Guidelines:** In addition to the supervisor's instructions, USAID Automated Directives System (ADS), Mission Orders and Notices, standard Mission procedures, etc.
- d. **Exercise of Judgment:** Exercise judgment in prioritizing work and in organizing the workload.
- e. **Authority to Make Commitments:** None
- f. **Nature, Level, and Purpose of Contacts:** Contacts with USAID staff at all levels, with externals, contractors, GOE, etc. on daily basis. Job holder must possess' customer service skills. S/he contacts different personnel on an irregular basis.
- g. **Time Expected to Reach Full Performance Level:** 6 months


Cynthia Rogers
Executive Officer